

Fig. 1

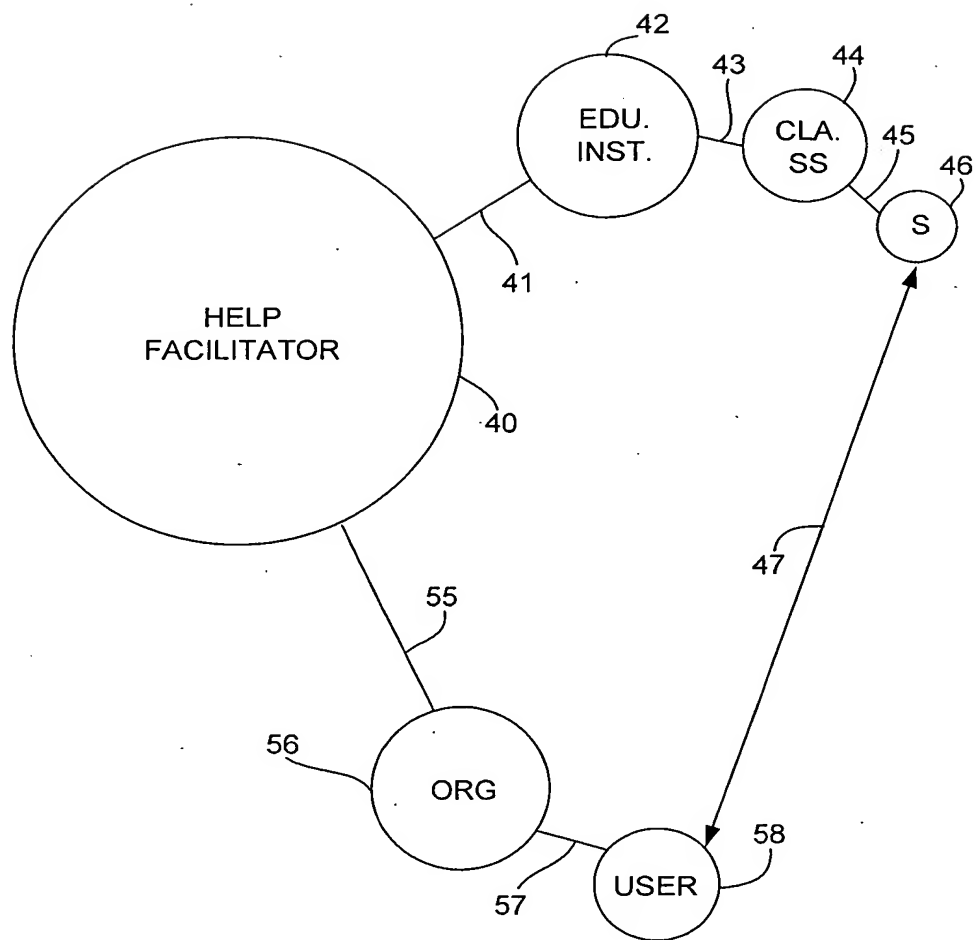


Fig. 2

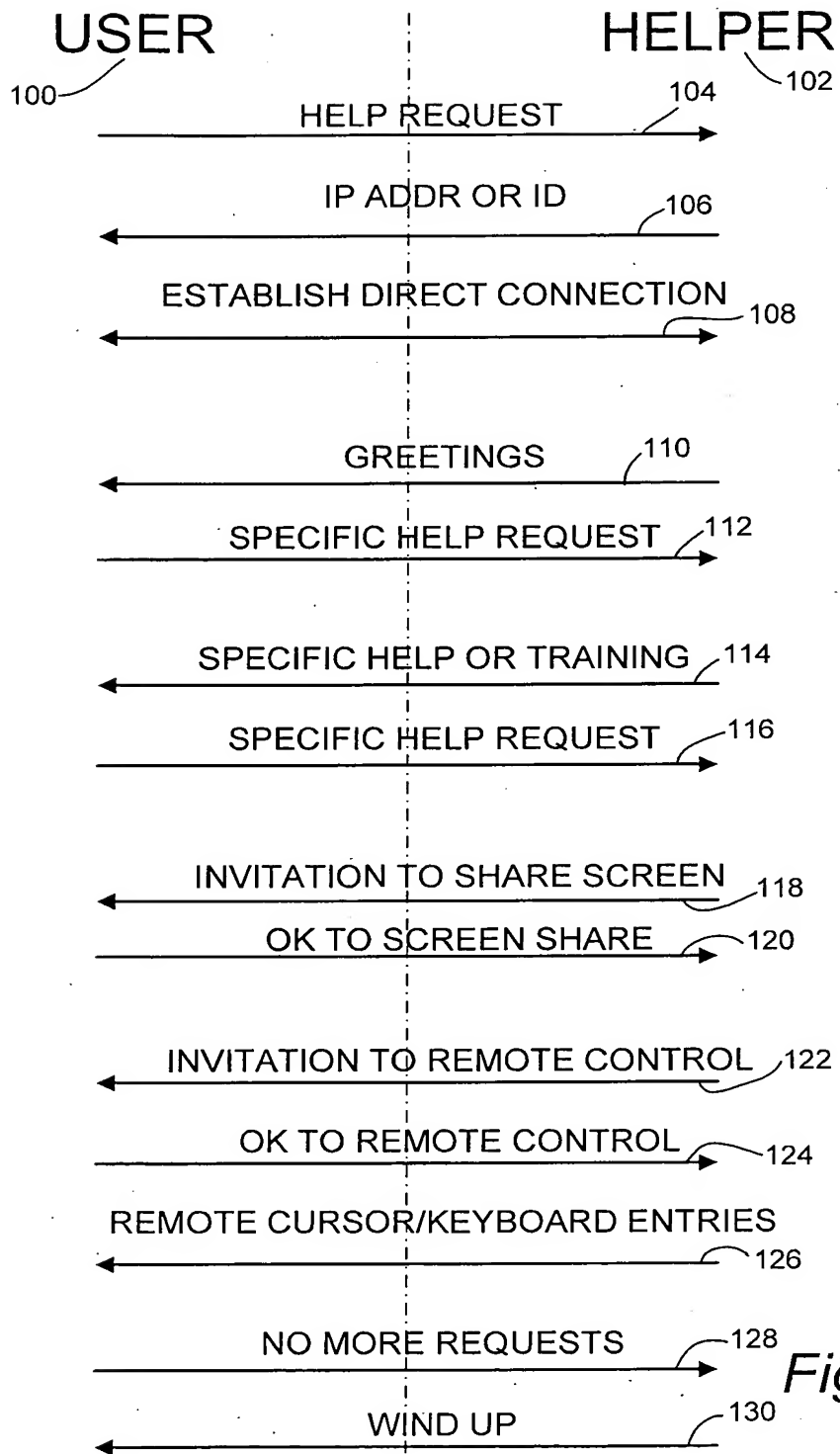


Fig. 3

Fig. 4 210 208 212 202 200

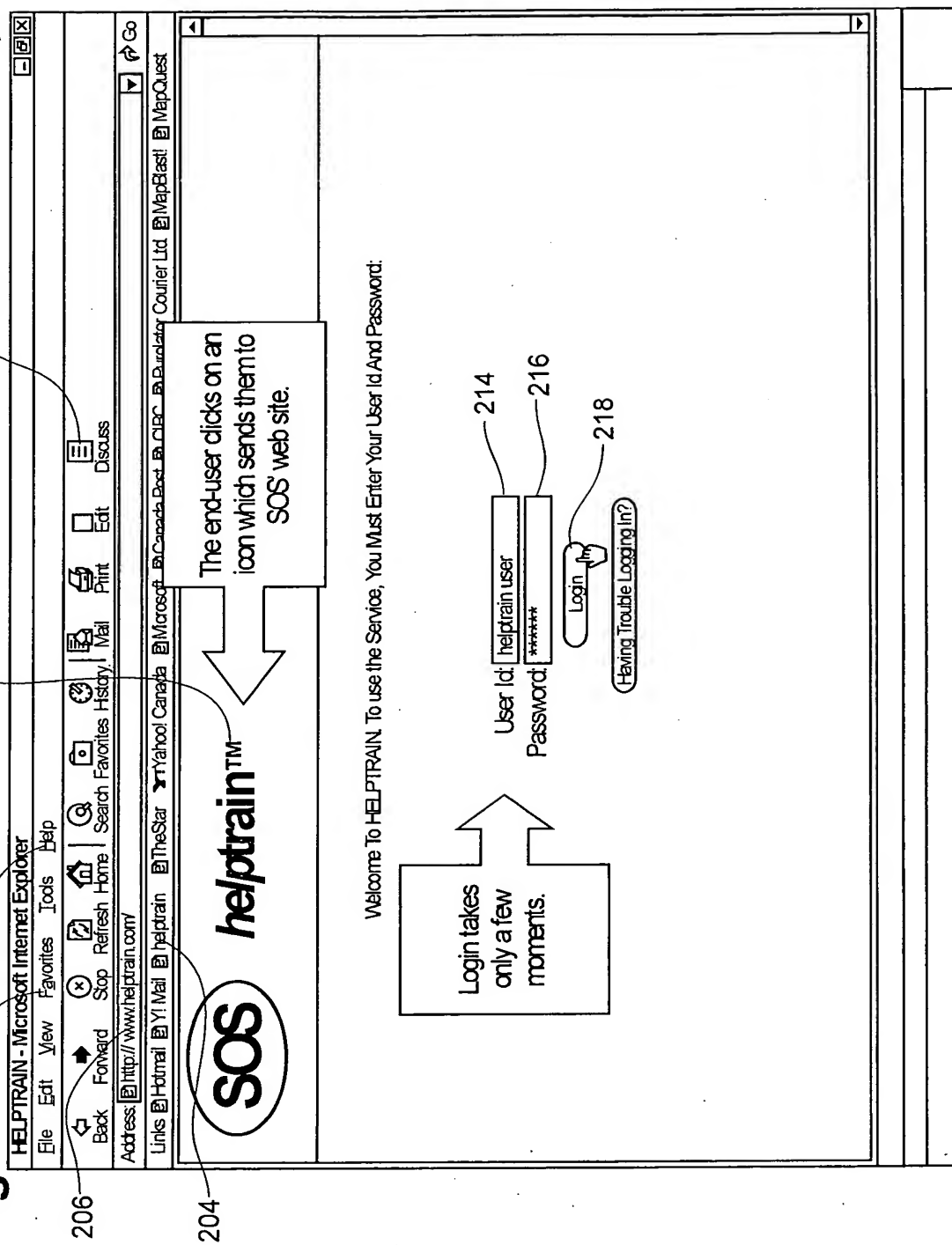


Fig. 5

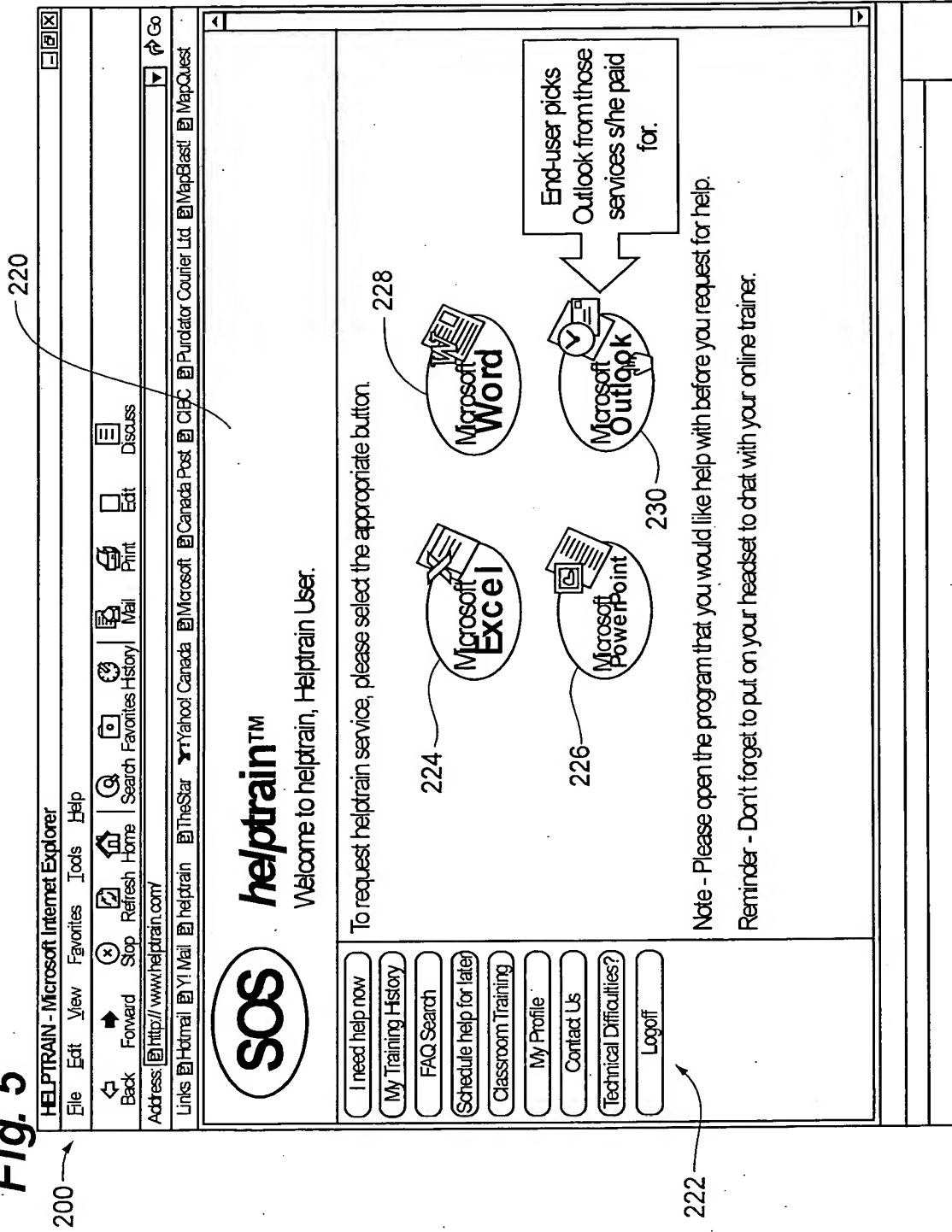


Fig. 6

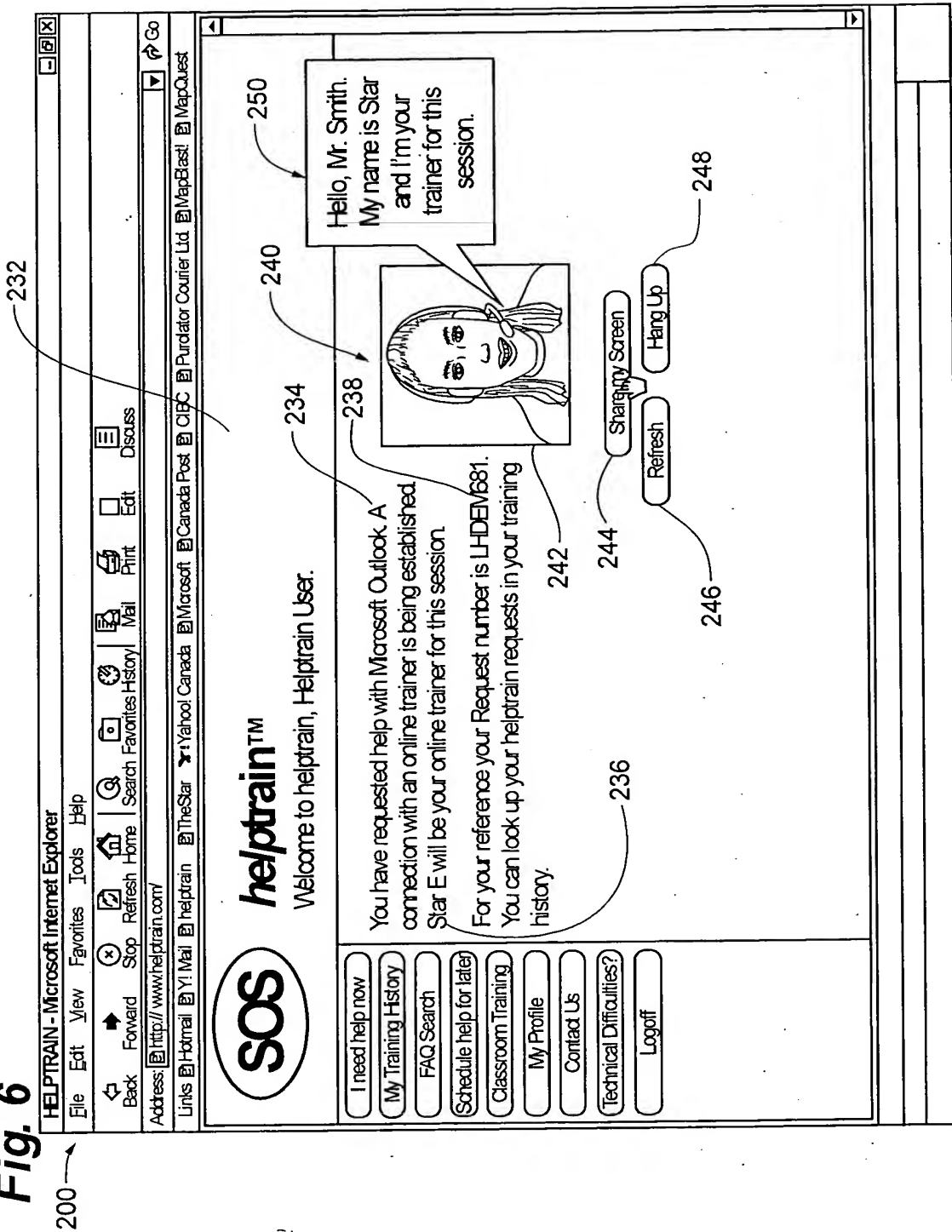


Fig. 7

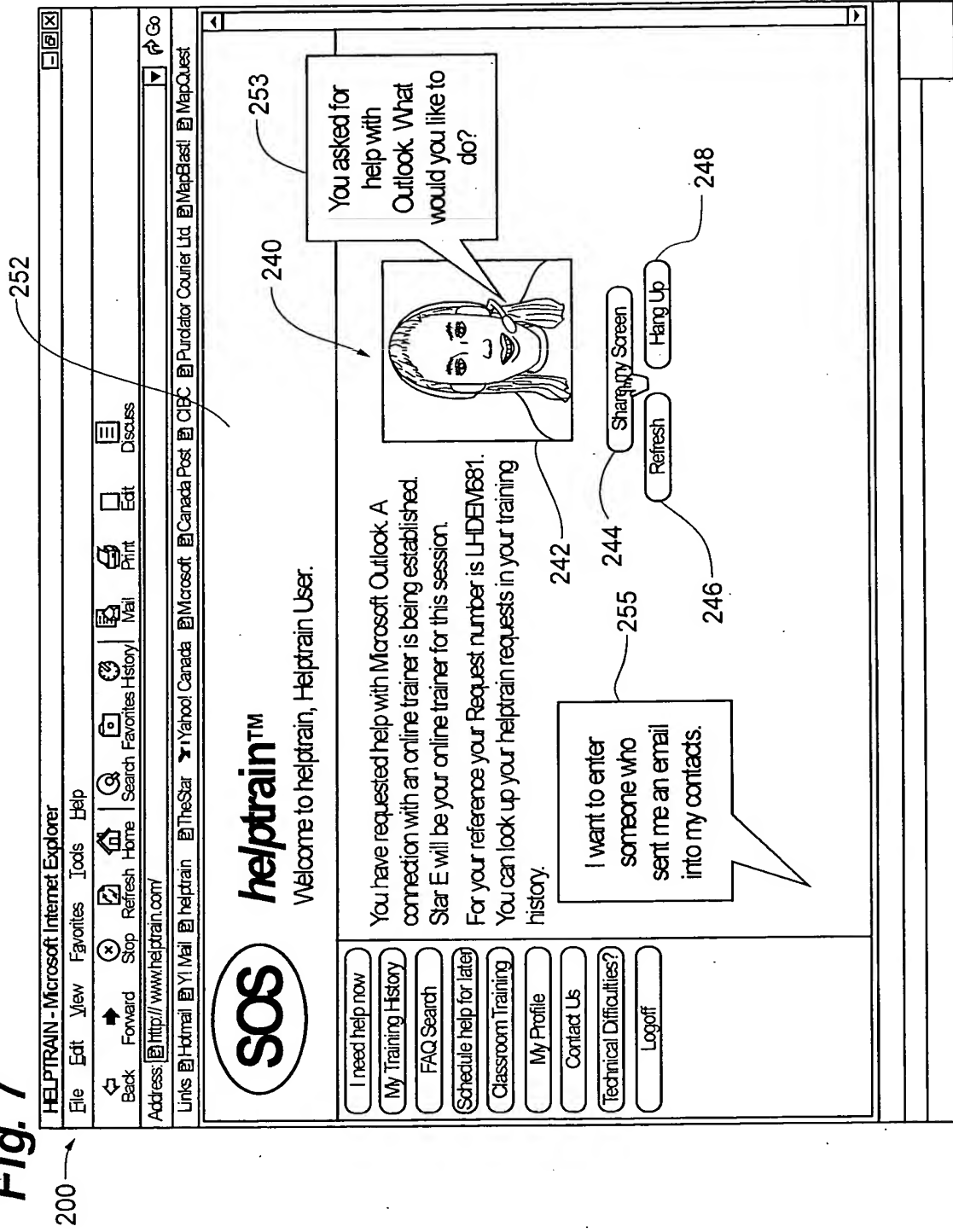


Fig. 8

254

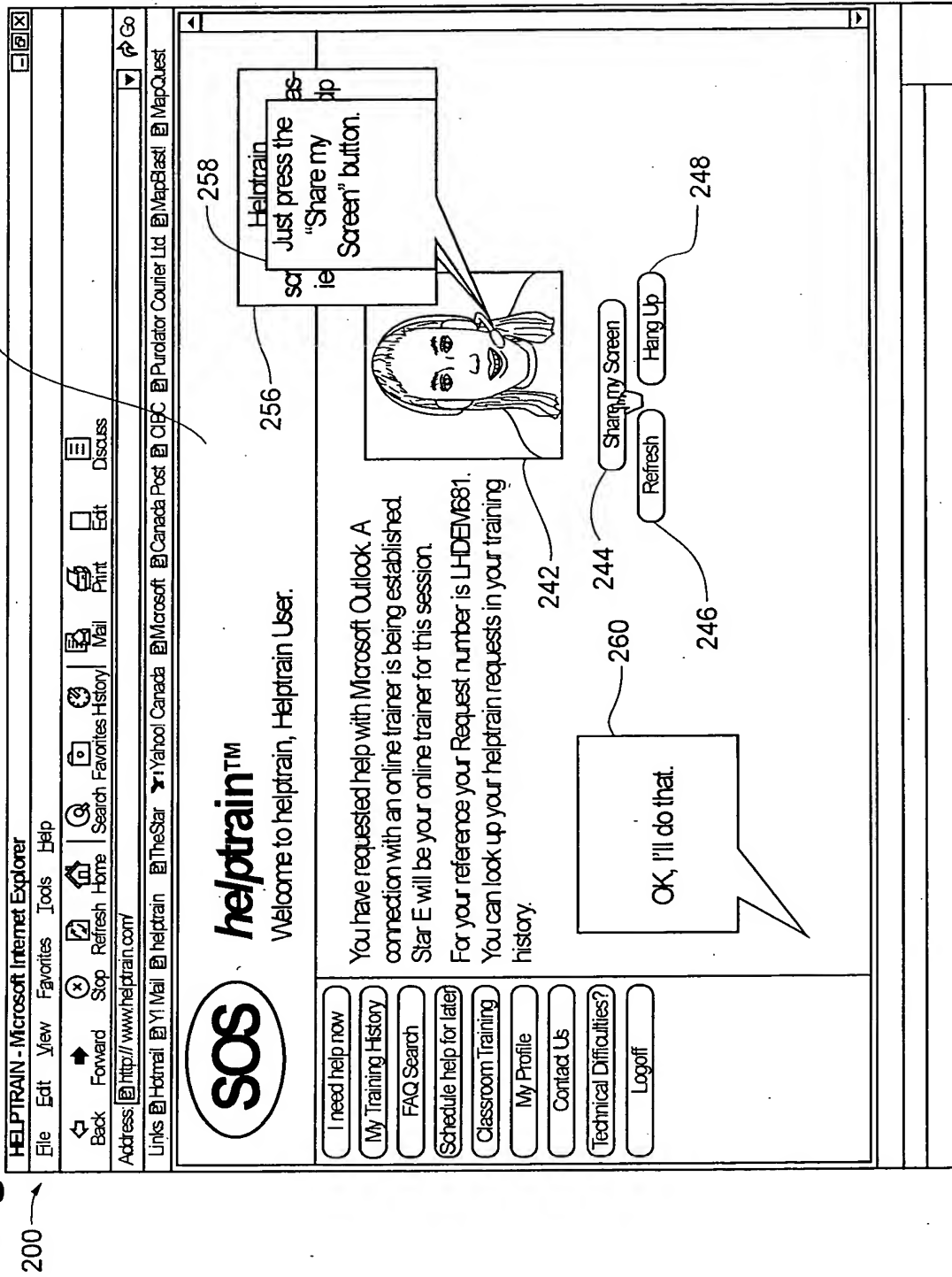


Fig. 9

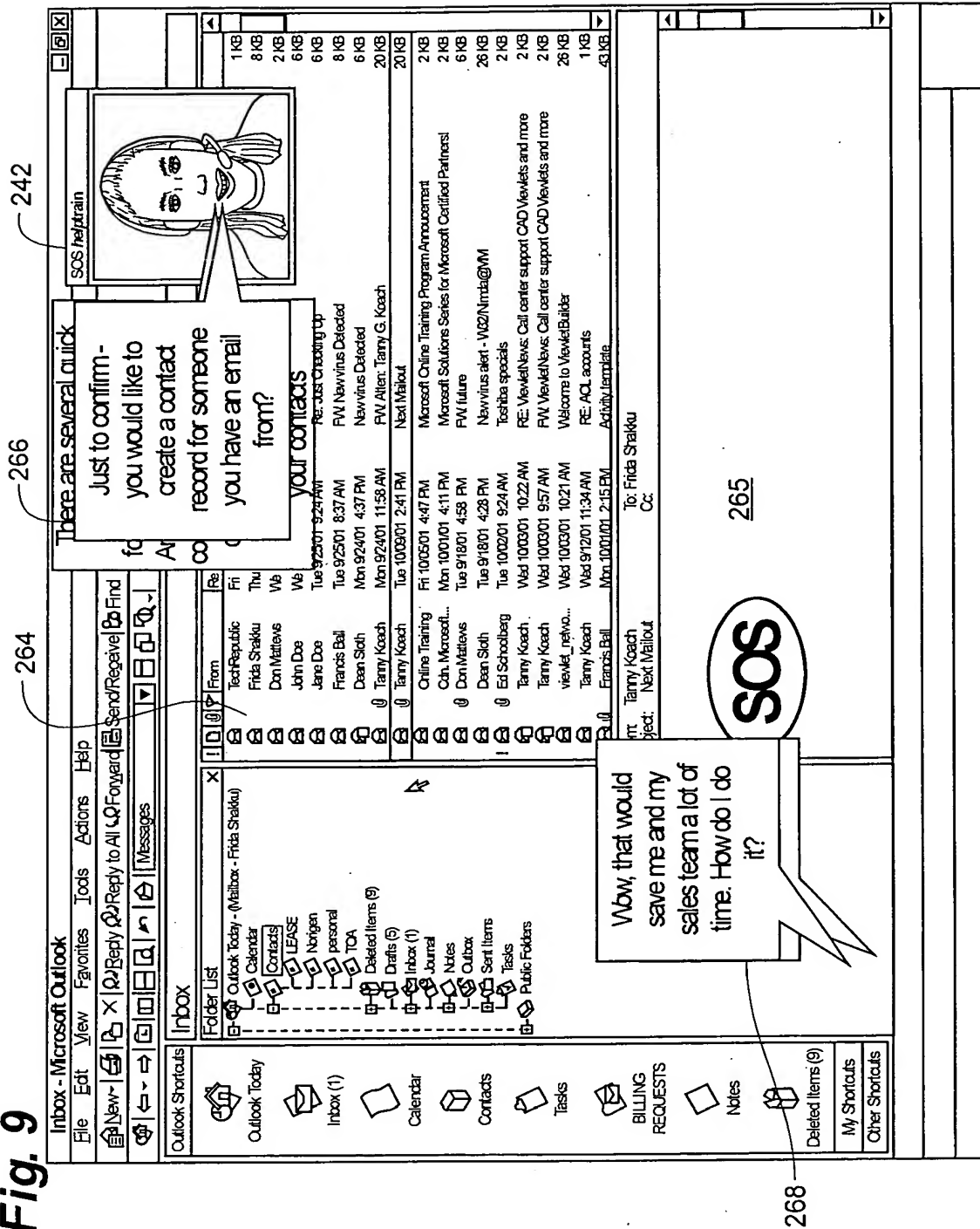
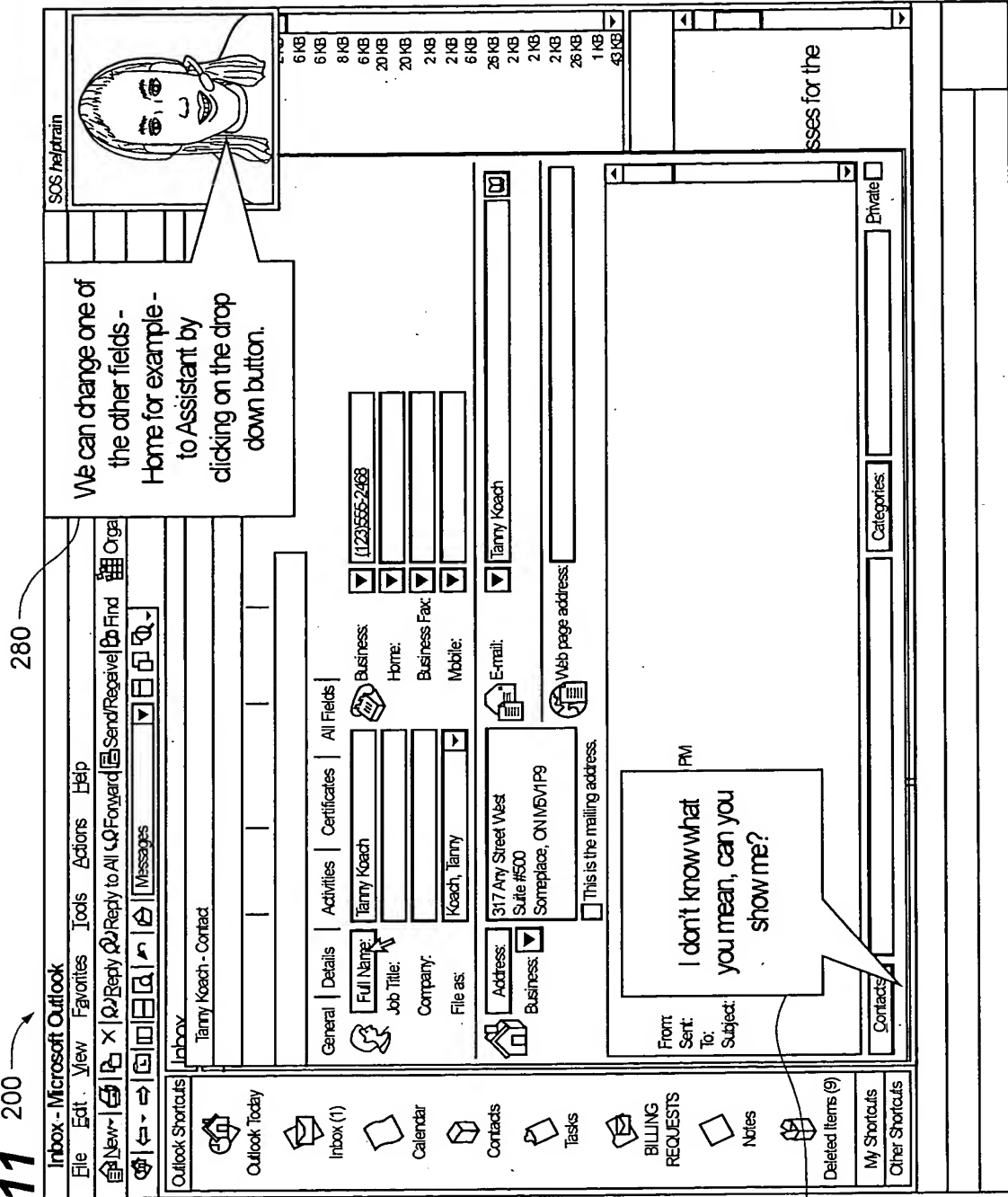


Fig. 11



280

282

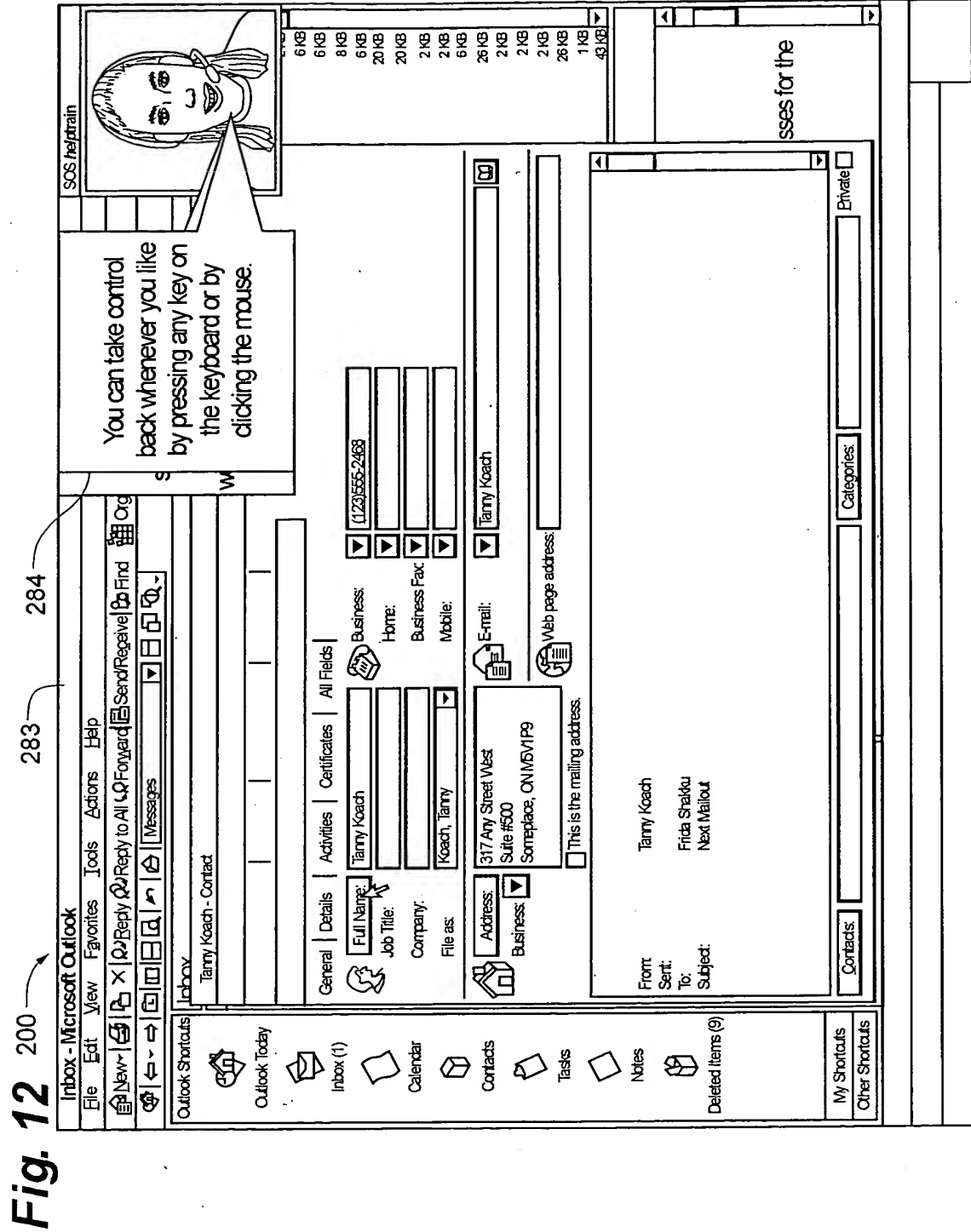


Fig. 14

200

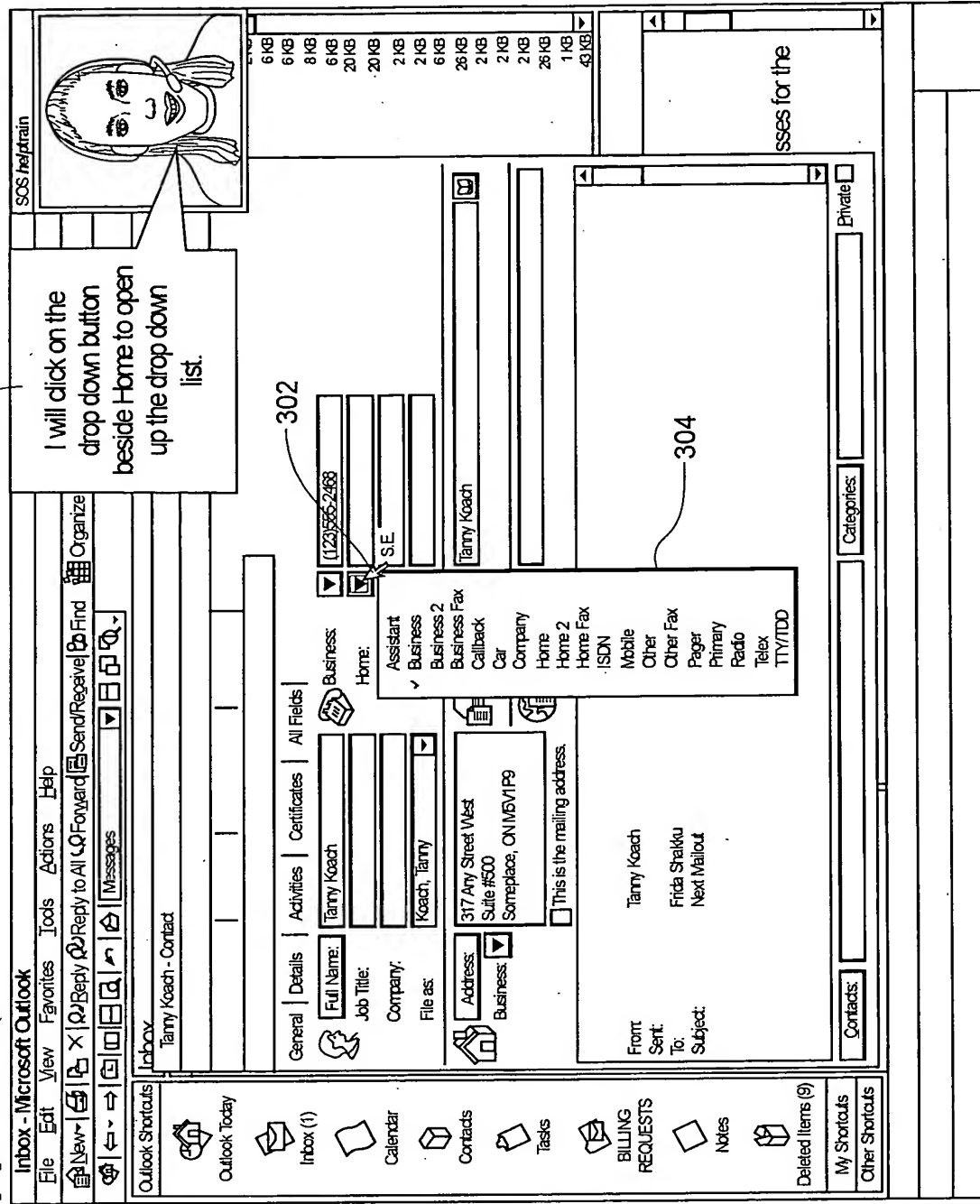


Fig. 15

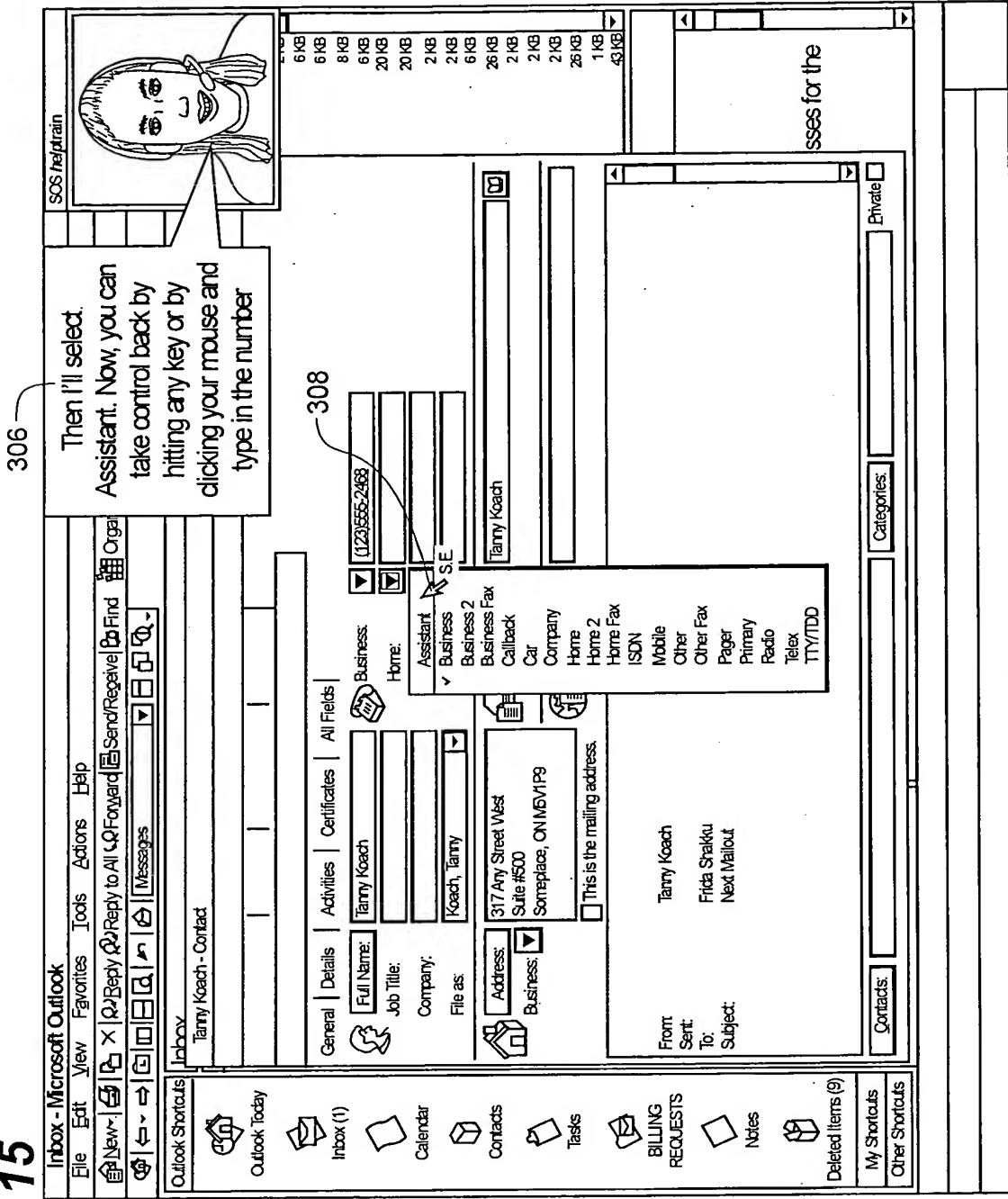


Fig. 16

242 — SCS help train

320 — Not the number is entered, is there anything else you would like to add to the contact record?

322 — No, that's it.

320

Not the number is entered, is there anything else you would like to add to the contact record?

322-

No, that's it.

sses for the

Fig. 18

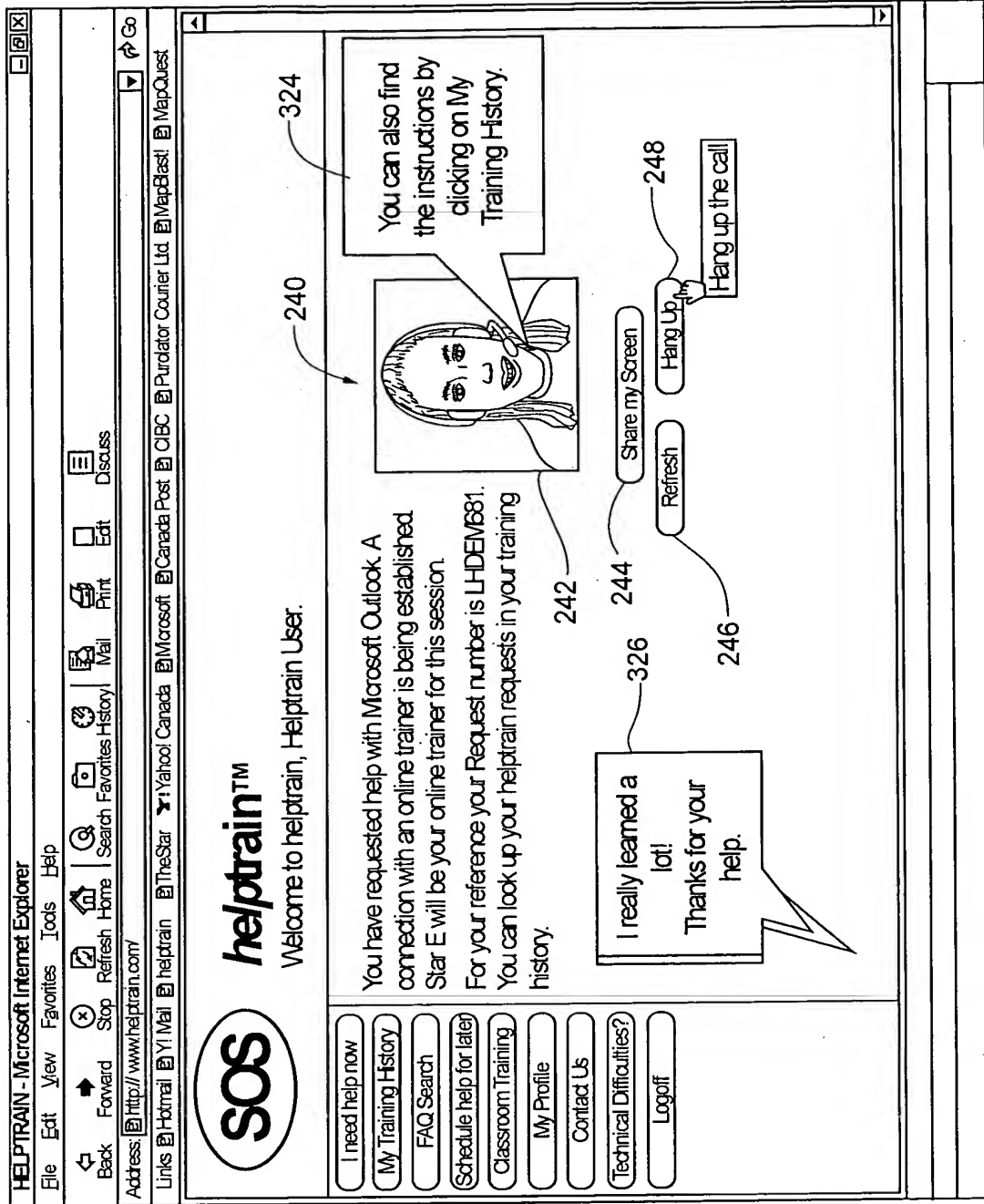


Fig. 19

330

SOS Helptrain

File Edit Configuration Management Tools Window Help

Request Details for helptrain - SOS Demo/SOS - LHDBV685

Total Request Time: 12 min 12 secs

General Tasks Contact Billings SLH Violations

Request Specifics - Request# LHDBV685

Current Status: Video Conference Time Owned By: Star E

Severity: Low Source: Web

Priority: Low External Reference#:

Dates

Open Date: 10/09/2001 16:17:55 Received Date: 10/09/2001 16:17:55

Close Date: Not Specified

Categorization

Category: Microsoft Outlook

Sub Category: Creating Contacts

Outlook 2000 request

How do I create a contact from an e-mail address?

He would also like another session to learn about the Activities tab to track his communications with clients.

354

356

350

352

Cancel OK

Your Requests

Request	Project
LHDBV617	helptrain SOS
LHDBV625	helptrain SOS
LHDBV626	helptrain SOS
LHDBV627	helptrain SOS
LHDBV685	helptrain SOS

Once a call ends, the trainer selects a products and subcategory (the feature) covered and enters text which captures the specifics and "essence" of a call.

Request	Received Date
LHDBV617	08/01/2001 08:14
LHDBV625	08/14/2001 14:16
LHDBV626	08/14/2001 16:16
LHDBV627	08/14/2001 16:16
LHDBV685	08/09/2001 16:16

Fig. 20

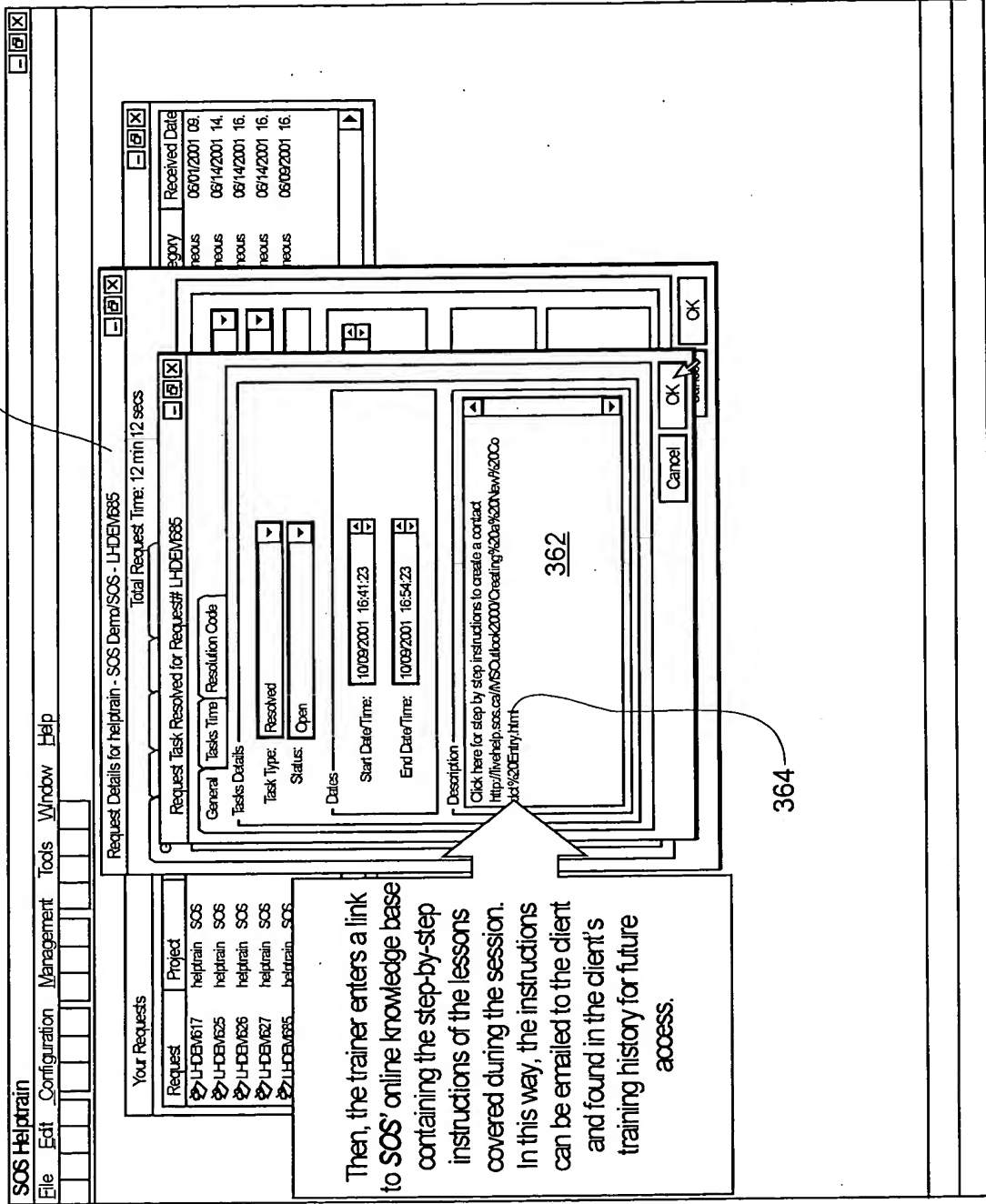




Fig. 21

HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http://www.helptrain.com/





Welcome to helptrain, Helptrain User.

I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact Us
Technical Difficulties
Logout

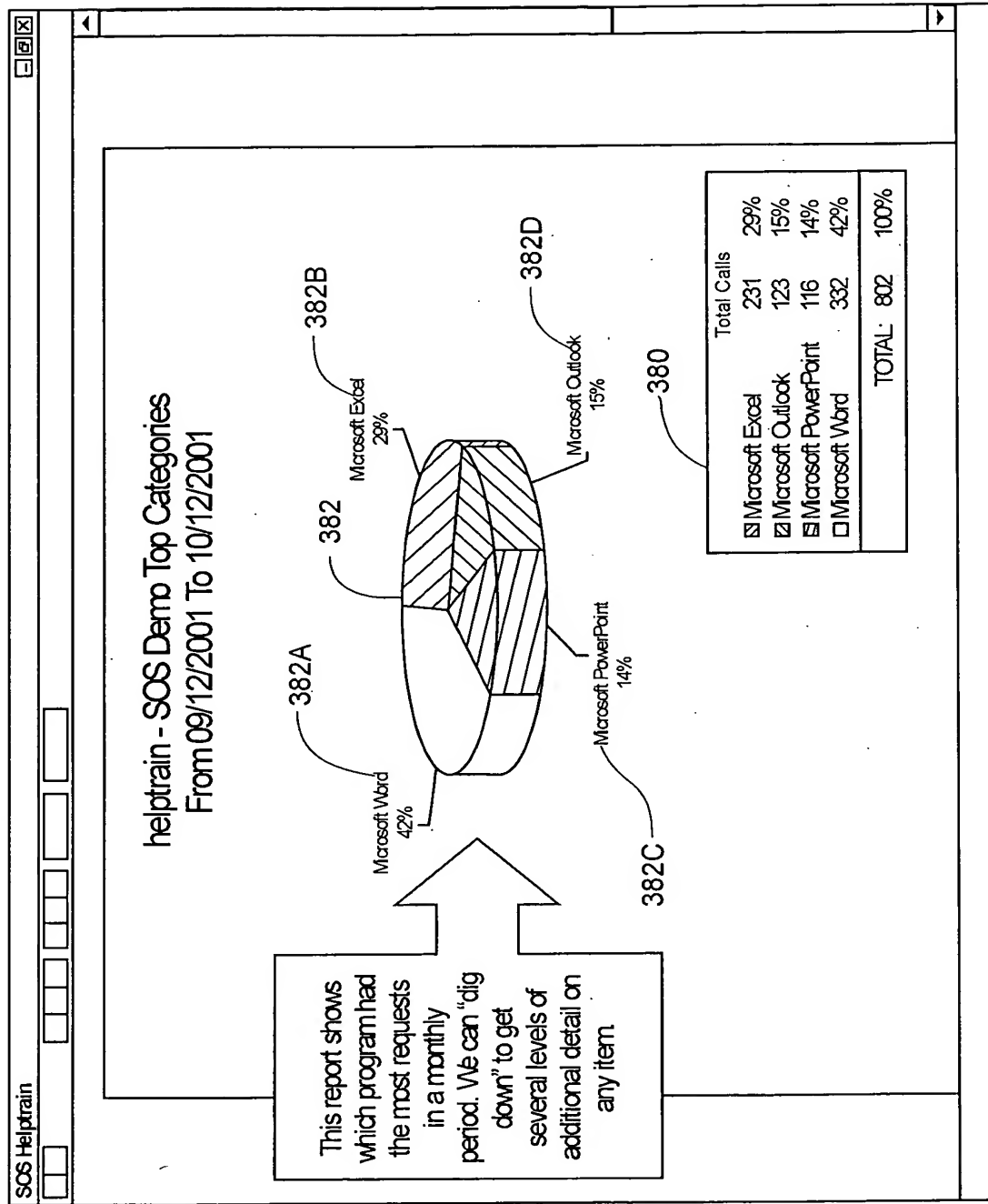
Please click on "Request #" to see more information about a specific livehelp session

Service Date	Request#	Program	Sub Category	Description
10/09/2001 16:41	LH-DEV685	Microsoft Outlook	Creating Contacts	Outlook 2000 request How do I create a contact from an email address?
10/09/2001 16:11		Microsoft Outlook	Miscellaneous	Photoshop request
10/09/2001		Microsoft	Miscellaneous	Photoshop request
			Miscellaneous	Photoshop request
			Miscellaneous	Outlook request
10/04/14:17				Excel request
10/03/16:10				Excel request
10/03/15:59	LH-DEV676	Microsoft Excel	Miscellaneous	Excel request
10/03/01 15:50	LH-DEV675	Microsoft Excel	Miscellaneous	Excel request

Clicking on a request number will show more information about the training session.

Your profile contains a history of all your helptrain training sessions

Fig. 22



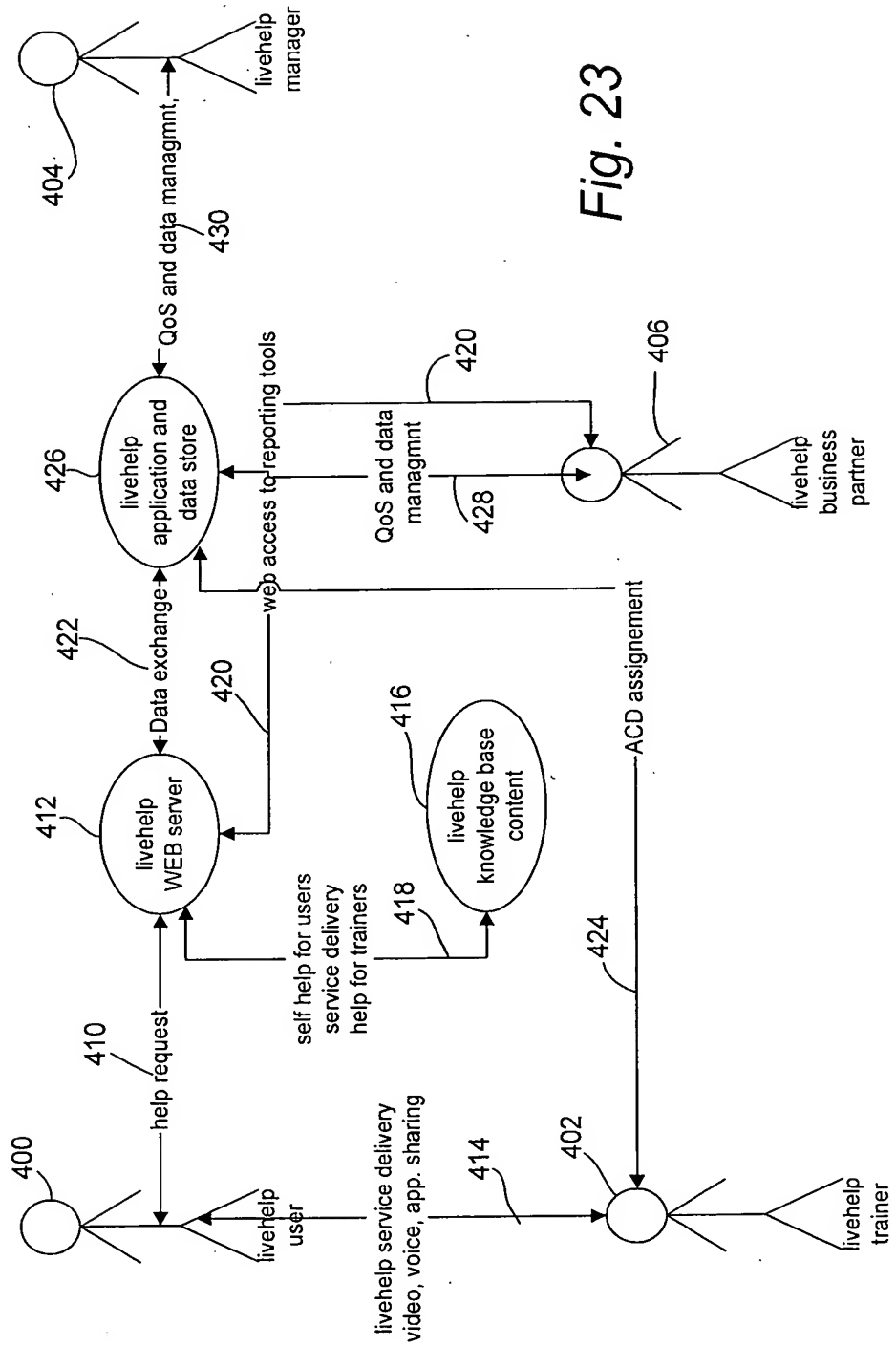
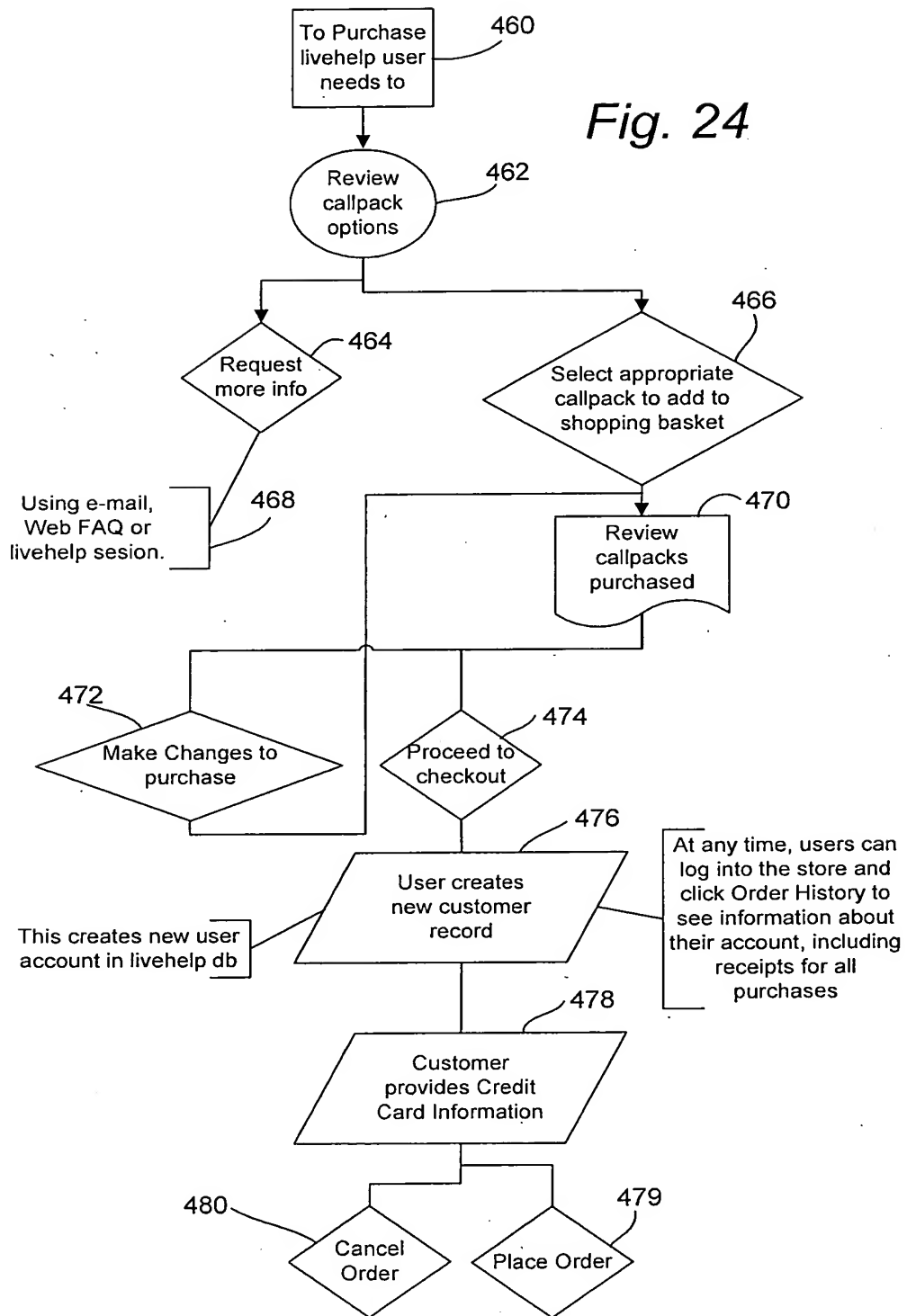
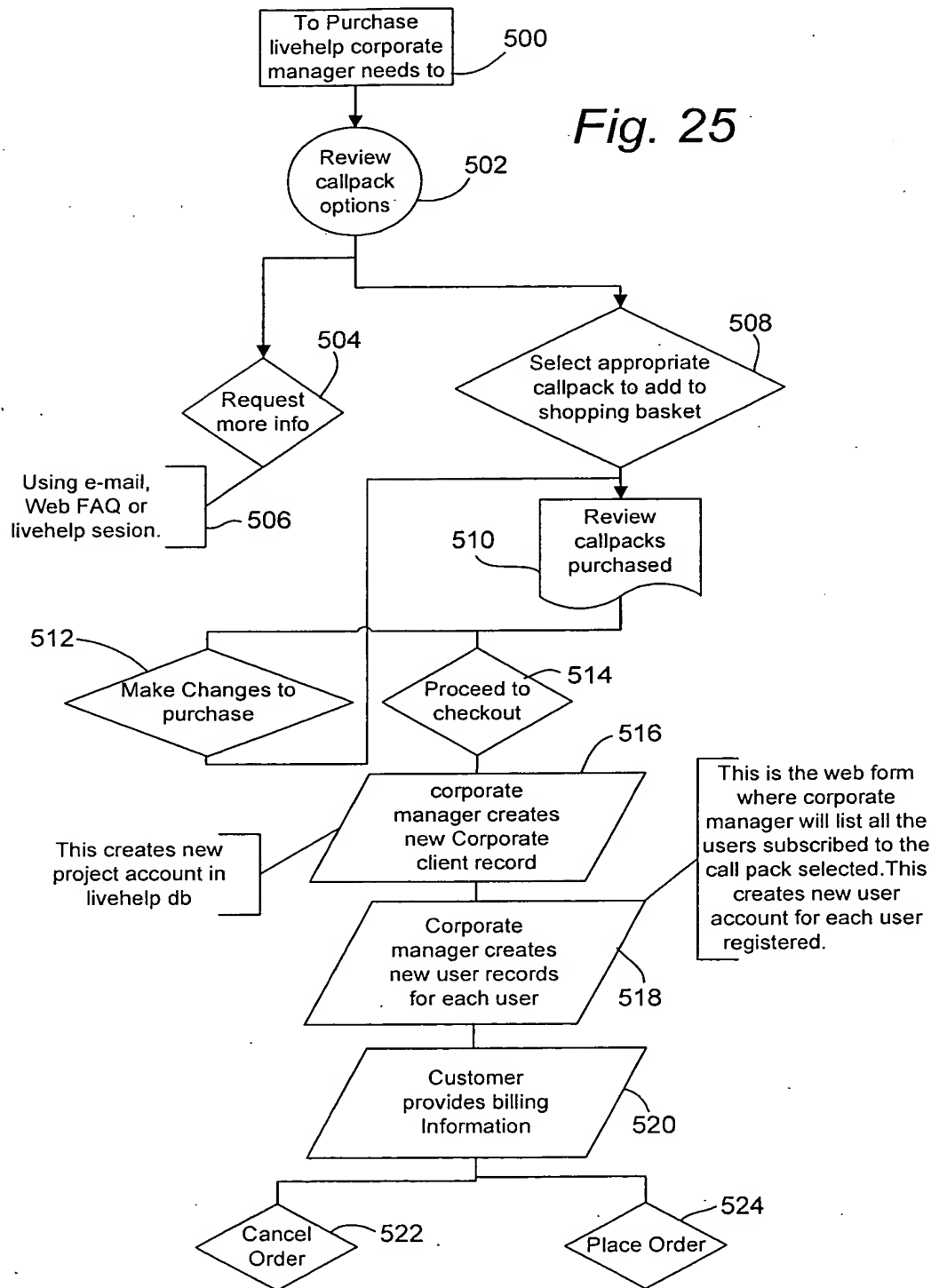


Fig. 23





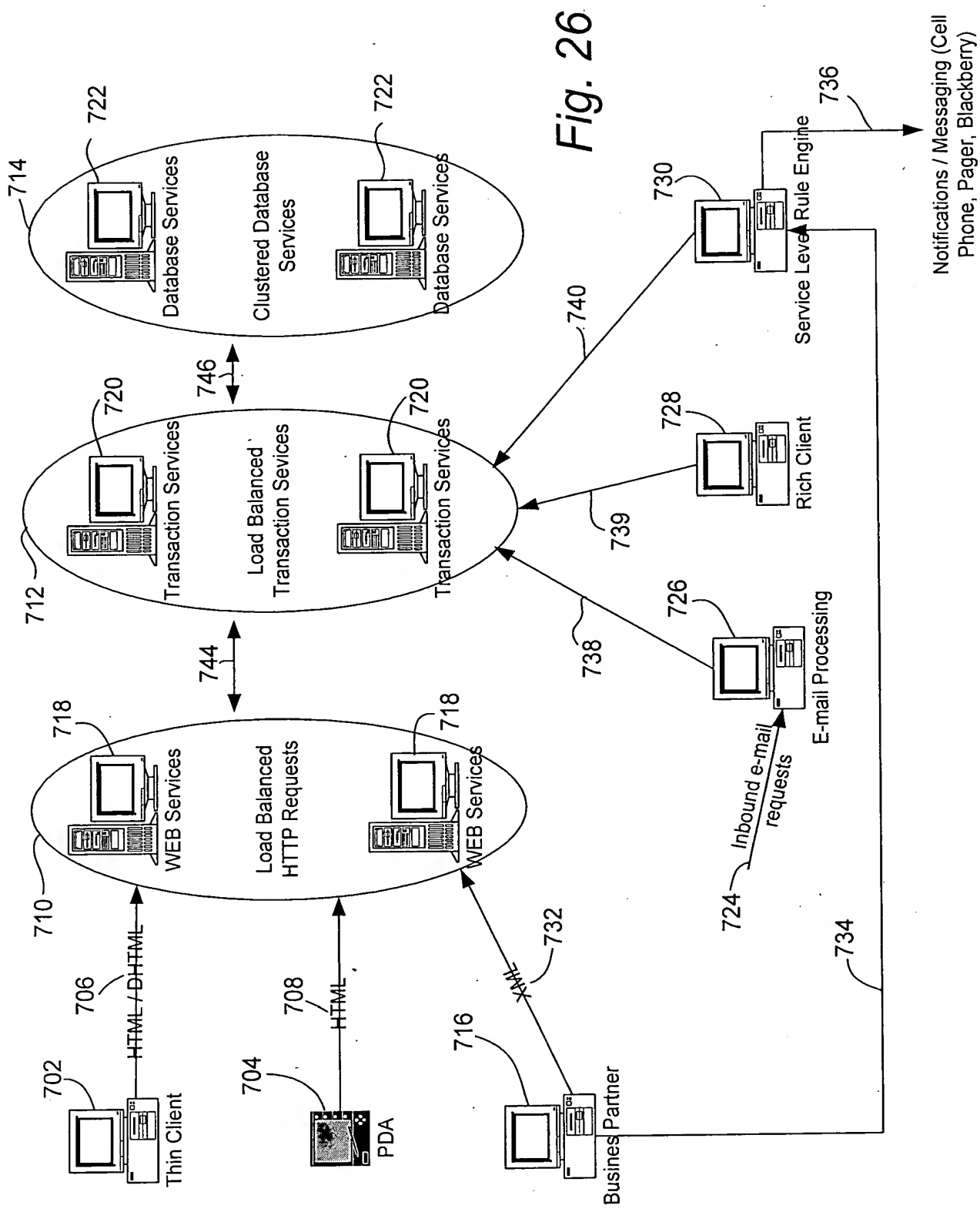


Fig. 26

Fig. 27



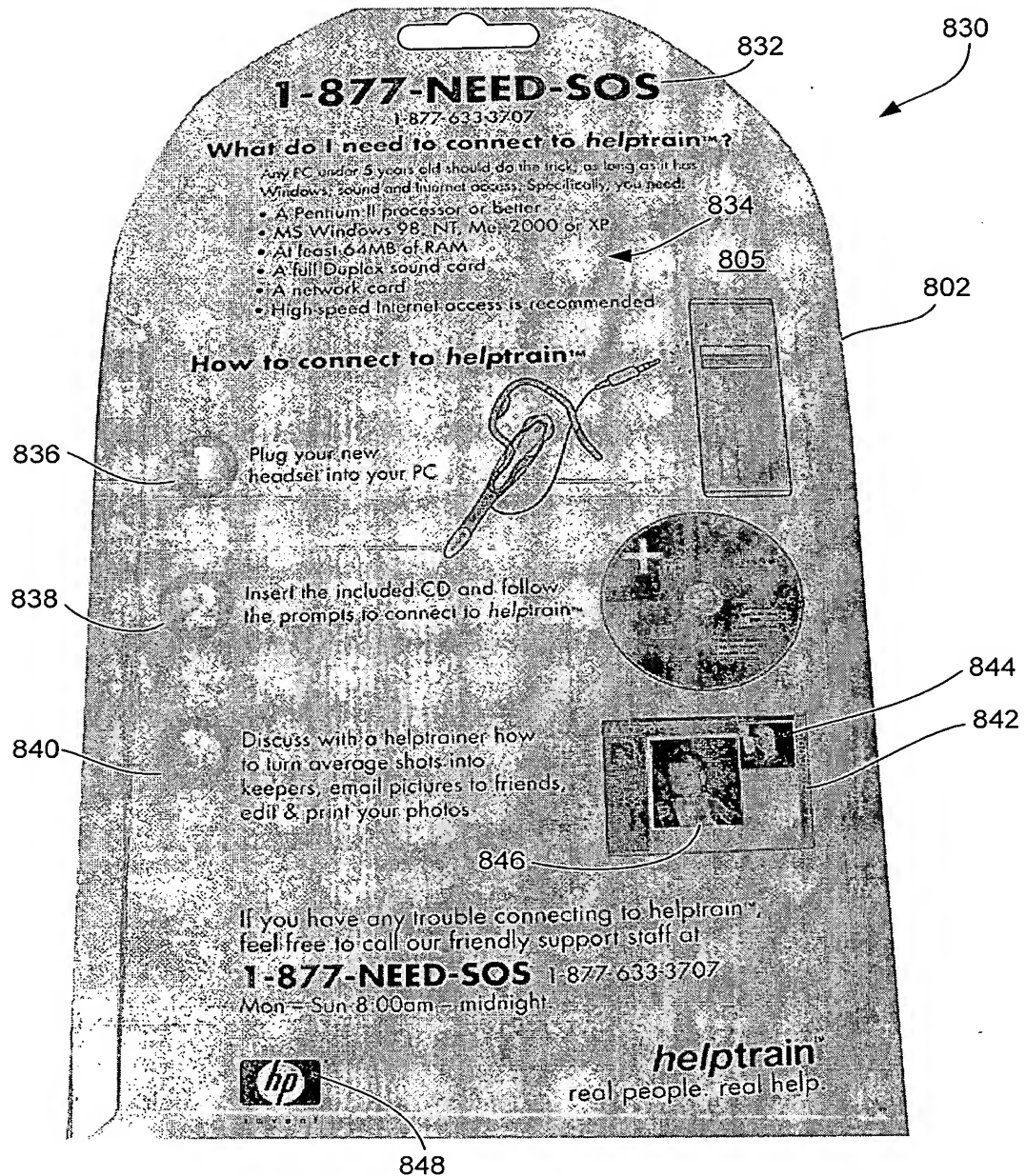


Fig. 28

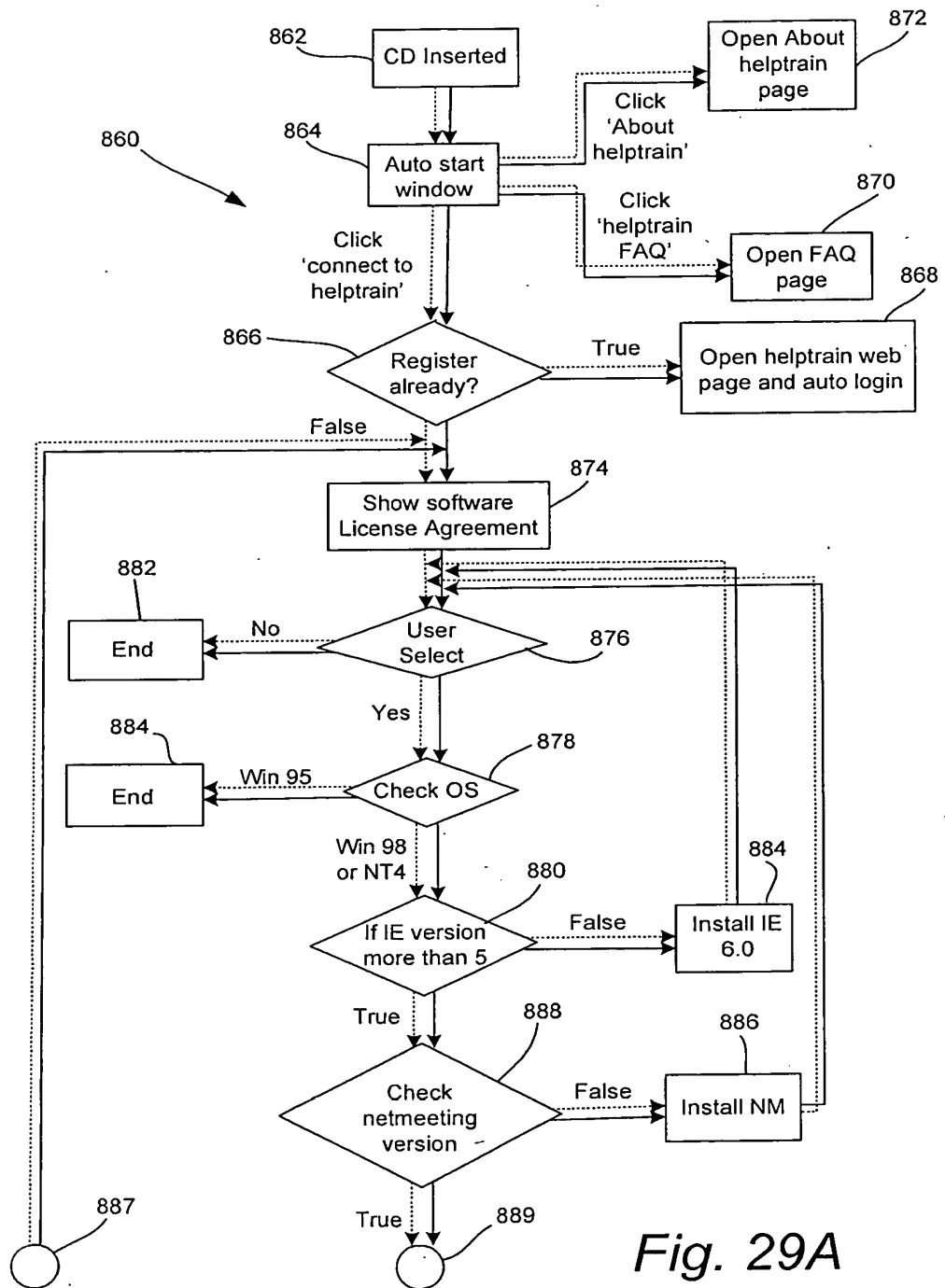


Fig. 29A

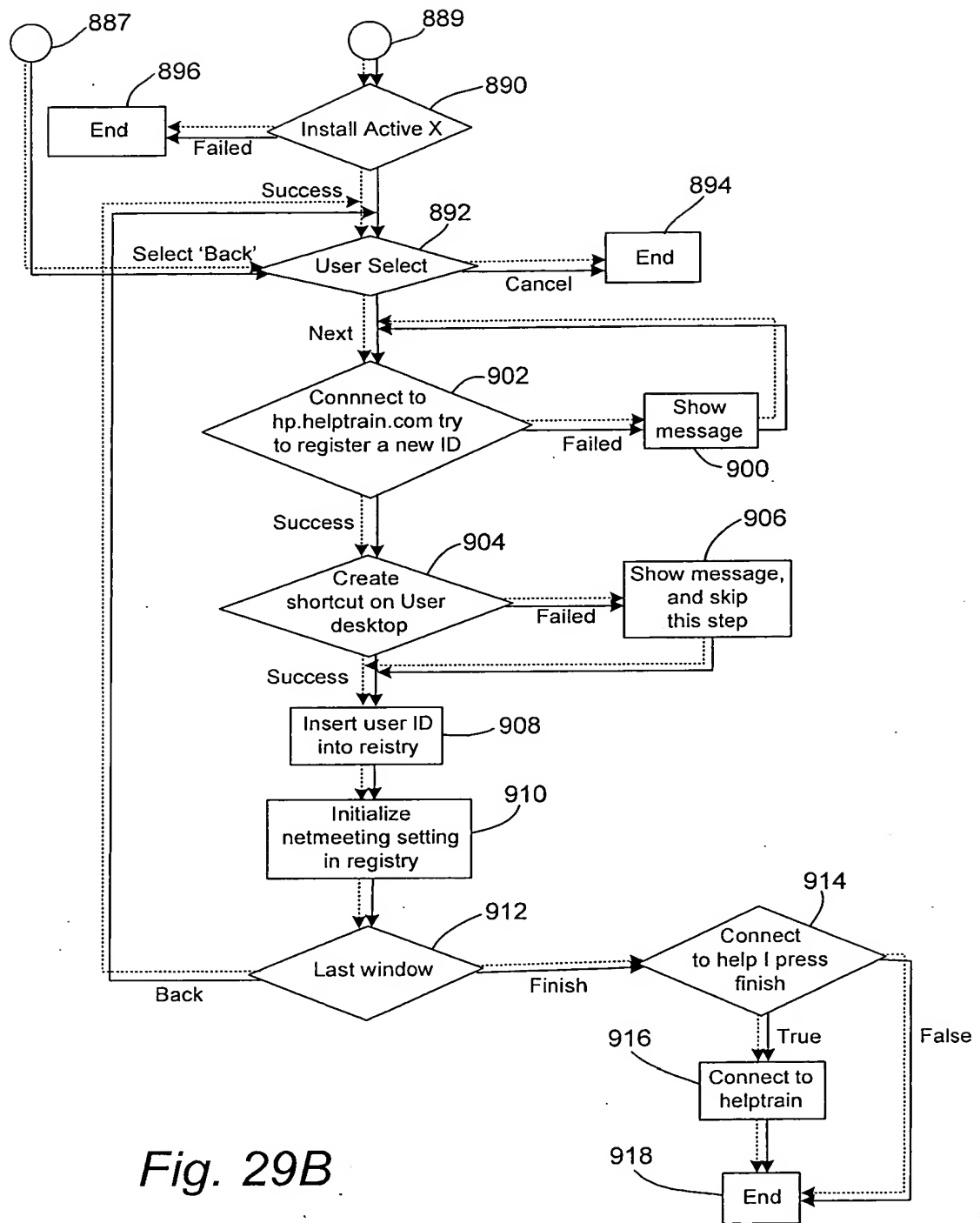


Fig. 29B

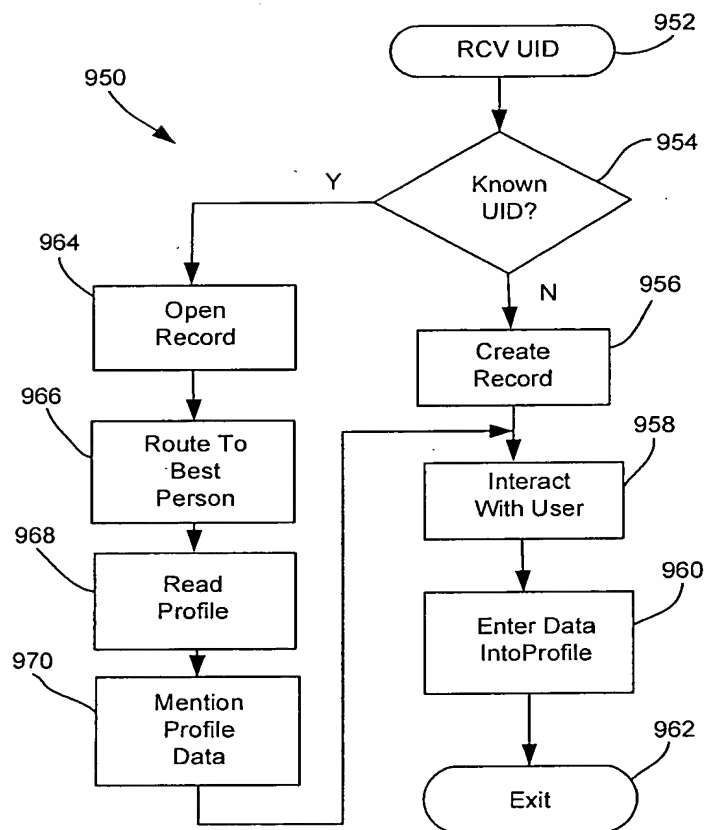


Fig. 30

Fig. 31

